

AUTOMATION SPECIALIST I, II, III

DEFINITION

Under direction, the Automation Specialist I, II, III plans and manages the development, implementation and monitors effective utilization of automated systems and equipment. Install, maintain and troubleshoot applications to support end user and department operating systems; does other related work as required.

DISTINGUISHING CHARACTERISTICS

Incumbents in this class are responsible for the day-to-day coordination and operation of automation activities within court departments. The Automation Analyst class is distinguished from the Automation Analyst class in that the latter performs the more complex automated information duties.

Automation Specialist I:

This is the entry-level position for the Automation Specialist series. Under general direction incumbents gain experience and perform support tasks related to the operations and maintenance of PC based, automated systems, and are progressively more responsible for the implementation and support of systems within court departments.

Automation Specialist II:

This is the journey-level position for the Automation Specialist series. Under direction incumbents perform support tasks related to the operation, maintenance, design and implementation of automation systems within the court.

Automation Specialist III:

This is the senior-level position for the Automation Specialist series. Under direction incumbents perform the full scope of tasks in support of operation, maintenance, design and implementation of automation systems within the court.

TYPICAL TASKS

- works with user departments to determine how Court processes may be improved through the use of automation; may recommend processes to be automated; provides a plan for implementing automated solutions;
- research, evaluate, and make recommendations to purchase packaged software;
- upgrade existing software;
- create and maintain proprietary application software;
- assist in the preparation of formal policies, procedures, and standards for the use of automated systems;
- may develop, conduct and arrange for, training on the use of automated computer systems;
- ensure that installed automated systems meet user needs (e.g., accuracy, functionality, efficiency, and security);
- develop and design database reporting mechanisms;

- work with other technical positions to conduct analysis and research on the appropriateness of various application configurations; makes recommendations concerning automation equipment;
- answer user questions and resolves user problems related to the use and operation of automated information systems;
- maintain inventory records and control logs of computer software;
- maintain problem records and compiles problem histories to identify preventive maintenance needs;
- support Local/Wide Area Network (LAN/WAN);
- coordinate problem reports, application installations, and upgrades with vendors;
- manage administrative functions such as adding and deleting users, changing passwords, and assigning user access.

EMPLOYMENT STANDARDS

Knowledge of:

- capabilities and limitations of criminal justice software applications;
- complex principles and methods of automated case management systems;
- query and report writing tools used to derive database information;
- application training design and delivery;
- basic uses and limitations of midrange computer systems;
- software applications and procedures analysis;
- Local/Wide Area Network (LAN/WAN) utilization techniques.

Ability to:

- identify and take corrective actions to solve problems in programs;
- define problem areas, collect and evaluate data, validate conclusions, and make appropriate recommendations;
- plan, coordinate, test, and implement software applications and upgrades;
- design procedural guidelines, application documentation, and conduct system training;
- communicate effectively with users and application vendors, both orally and in writing;
- establish and maintain effective working relationships with departmental staff, vendors, and others contacted in the course of duties;
- work effectively in a team environment.

PHYSICAL CHARACTERISTICS

The ability to bend, stoop, reach, push, pull and use a step stool to reach supplies stored above shoulder height; lift and carry items up to 30 lbs; speech and hearing sufficient to communicate effectively in an office environment; manual dexterity to operate a computer keyboard; sit at a desk or computer for extended periods of time. Personal mobility to work in various office and courtroom locations.

EXPERIENCE/EDUCATION

Automation Specialist I:

Graduation from an accredited four year college or university with a degree in data processing, computer science, management information systems or a closely related field. (Job related work experience in systems analysis, PC computer programming or network operations may be substituted for the required education on a year-for-year basis.)

Automation Specialist II:

The above plus:

Three years of experience as an Automation Specialist I; or three years experience in support, design, implementation and maintenance of automated systems.

Automation Specialist III:

The above plus:

Four years of experience as an Automation Specialist II; or four years demonstrating increasing responsibility in support, design, implementation and maintenance of automated systems.